

**APPEAL OF POSITION CLASSIFICATION FOR EMPLOYEES COVERED
BY UWOSA COLLECTIVE AGREEMENT
(Reference Collective Agreement Article 44)
Attention: Job Evaluation Appeals Committee**

(A) Contact Information:

Name of person requesting appeal: Christine Koustrup
Title: Program Coordinator
Phone: 519-685-8500 xt. 32615
Email: ckoustru@uwo.ca
Department: Medical Imaging

(B) Position Information:

Current Incumbent: Christine Koustrup
Current Classification: Salary Grade 11
Classification Being Appealed: Salary Grade 11
Date Evaluation Results Letter Received: June 14, 2012

(C) Information Required For Job Evaluation Appeals Committee

Reason for the appeal:

My position has had a significant increase in responsibility since it was last evaluated. The coordination of two residency programs and one undergraduate program requires the constant juggling of priorities to balance many competing responsibilities. A high level of organization is also required to maintain two separate offices.

I believe that an objective review of my Position Description will classify this position as a Salary Grade 12.

Supporting Information (Optional):

(Attach an additional page if more space is required)

(D) Approvals:

Signature of Person Appealing: C. Koustrup Date: June 26, 2012

The appellant shall send one copy of the material to Human Resources and one copy to JEAC c/o UWOSA.

UWOSA JOB EVALUATION RECORDING FORM

Office Support Plan

(APPEAL)

Dept: Medical Imaging
Dept. Num. 371700
Incumbent: Christine Koustrup
Citte Mem.Present: UWOSA: ?
 ADMIN: ?

Job Title: Program Coordinator

Eval. Date: Jul-12

I	FACTOR	COMMENTS	SUB FACT	DEGREE	PTS	Profile		
						-	=	+
	Job Knowledge	Non specific university degree. CIM in progress but does not need to be completed Requires 5 to 7 years of related experience	Educ	4				
			Exper.		H	195		
II	Initiative	Defined objectives, works independently		4	55			
III	Complexity/Judgement	Variety. Required judgement. Defined objectives but adapting as she goes		4	35			
IV	Contacts	Students, faculty. Deals with students interpreting information. Limited outside		3	45			
V	Errors	Awkward. Procedural. Errors impact inside and outside		3	45			
VI	Supervision of Others	Incidental	Char.	1				
			Scope	Any	5			
VII	Effort/Demands	Visual concentration. Attention to detail. Work in 2 separate locations and occasionally in others		3	60			
VIII	Physical Environment	Agreeable, office environment						
				1	10			

CLASSIFICATION ASSIGNED

Total Pts: 450

Group: _____ Program Coordinator _____

Level: _____ 11 _____

Co-Chair Signatures: UWOSA: A. Chant _____

ADMIN: J. Asuncion _____

**POSITION DESCRIPTION
QUESTIONNAIRE**

**THE UNIVERSITY OF WESTERN ONTARIO
EMPLOYEE RELATIONS**

	PRESENT INCUMBENT		POSITION IDENTIFICATION	
	SURNAME	INITIALS	DEPT. NO	P.S. JOB CODE
	KOUSTRUP	Christine	371700	SA6X20

BASIC POSITION INFORMATION

DEPT. NAME Medical Imaging

SECTION NAME _____

LOCATION LHSC - VH & SJHC

WORK WEEK HRS. 35

SUPERVISOR SURNAME Matheson

INITIAL L

PHONE 33216

FOR SALARY ADMINISTRATION USE			
CLASS'N	_____		
CLASS'D	_____	EFFECT	_____
	Date		Date
ANALYST	_____		

- 1) PLEASE LIST AND DESCRIBE YOUR MAJOR DUTIES WITH AN APPROXIMATE ANNUAL PERCENTAGE OF TIME SPENT ON EACH. USE SPECIFIC TERMINOLOGY PERTINENT TO THIS POSITION; PROVIDE EXAMPLES (E.G. TESTS, PROCEDURES, ETC.) AND CLARIFY YOUR INVOLVEMENT IN EACH DUTY (RE. SUPERVISE IT, DO IT, PARTICIPATE IN IT, ETC.)

NO.	MAJOR DUTIES	%
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The Department of Medical Imaging is comprised of 55 Clinical Academics, 14 Basic Scientists, 10 Adjunct Professors, 11 SWOMEN faculty, 19 cross appointed faculty and 4 administrative staff. The incumbent reports directly to the Administrative Officer but is accountable to and has direct interaction with the Directors of the Post Graduate Training Programs (Radiology and Nuclear Medicine), the Undergraduate Education Program Director, and the Chair/Chief of the Department. The incumbent is an integral part of the department's Radiology and Nuclear Medicine Post Graduate Education programs and the Undergraduate Education Program. In this role, the incumbent must be dependable and well organized with the ability to multi-task and prioritise his/her work. The incumbent must be able to work with very little supervision and is expected to maintain confidentiality at all times in dealing with resident and financial information. The incumbent maintains two offices at LHSC - Victoria Hospital and at St. Joseph's Health Care London. The incumbent's time is split between these sites with attendance also required at LHSC - University Hospital as required. It is necessary for the incumbent to spend dedicated time on a weekly basis with the Postgraduate Education Director, Radiology who is presently located at St. Joseph's Health Care London and the Postgraduate Education Director, Nuclear Medicine and the Undergraduate Education Director who are presently located at LHSC - Victoria Hospital. The splitting of the incumbent's time is also required for interaction with Residents on service at the different sites. Given the complexity of working at different sites, the incumbent must have superior time management and priority setting skills and be able to resolve schedule conflicts effectively.

POSTGRADUATE EDUCATION DUTIES:

75%

1. Assist in the administration of 24 Residents in the five-year Radiology Residency Training Program and 5 to 6 residents in the five-year Nuclear Medicine Residency Training Program.
2. Coordinate all aspects of Post Graduate Training Programs teaching activities, departmental timetabling (exams and courses) and curriculum material.
3. Create and maintain accurate records of all residents in the department. Record keeping includes using one45 to circulate, compile and record faculty evaluations of residents as they rotate through the program and following up with faculty on outstanding evaluations. Hard copy files are maintained on all residents throughout the course of their training.

4. Ensure that all residents have received their rotation schedules (via one45), and keep accurate records of the residents' rotation through their program and through the programs in other departments.
5. Ensure that residents complete staff and rotation evaluations in a timely manner (via one45).
6. Record and track Resident attendance in one45.
7. Coordinate one month long electives in Radiology for approximately 18 off-service Residents.
8. Arrange and circulate schedules as they relate to the Radiology Residency Journal Club Series for meetings that occur approximately 4 times per year. Duties include booking of venues, circulating articles to attendees and making financial arrangements for payment from the Residency Training account.
9. Arrange annual CaRMS interviews ensuring faculty members are available for each interviewee (24-26 interviewed for Radiology each year and approximately 4 for Nuclear Medicine). Collate and submit appropriate paperwork for matches and subsequent offers to potential Residents.
10. Calculate resident OSCE examination results and issues final report results.
11. Arranged logistics for Nuclear Medicine Journal Clubs that occur four times per year.
12. Schedule and organize logistics for mock oral Royal College exam involving 4-5 year 5 residents.
13. Arrange logistics and registration for yearly American College of Radiology (ACR) Exam and American Institute for Radiologic Pathology (AIRP) course taken and attended by all Radiology residents and 4th year residents respectively.
14. Arrange logistics and registration for yearly American Board of Nuclear Medicine (ABNM) In-Training Exam for Nuclear Medicine Residents.
15. Maintain and update the web based 'Radiology Preliminary Reports' used by residents while on call to report to consultants on activities.
16. Using the web based application, record and report resident call stipend conversion and resident call to Medical Affairs. Entry is done on a daily basis with the data being uploaded bi-weekly for payment purposes.
17. Arrange annual individual interviews with Residents and the Residency Training Program Directors.
18. Collect and originate reports as required by the Directors of the Residency Training Programs.
19. Assist Residency Program Directors with the internal and external reviews of the program.
20. Complete the Ministry of Health, Joint Policy and Planning Committee forms annually.
21. Assist in the proctoring of each Radiology Resident exam on a twice yearly basis and the Nuclear Medicine ABNM In-Training exam.
22. Assist with creation and distribution of the Residency Training Committee agendas for meetings that occur monthly or as scheduled by the Program Directors.
23. Attend, record, type and distribute minutes from the Residency Training Committee meetings.
24. Liase directly with Department's Residency Training Program Director, Department Chair and Administrative Officer as required, apprising each person on administrative aspects of teaching and discussing issues that may arise from time to time requiring their input/guidance.
25. Order catering, textbooks and supplies using funds in the UWO Residency account.
26. Organize Residency social events.
27. Organize annual resident awards and the department's 'Annual Award for Academic Excellence'.

UNDERGRADUATE EDUCATION:

20%

Duties for Undergraduate Education within the Department of Medical Imaging include:

1. Coordinating all aspects of the undergraduate teaching activities, departmental timetabling (exams and courses) and circulating (web based) the curriculum material.
2. Scheduling rooms/instructors for small group sessions.
3. Maintaining and circulating weekly master teaching schedules and medical student 3rd year selective student and 4th year elective schedules encompassing three hospital sites - University Hospital, Victoria Hospital and St. Joseph's Health Care.
4. Distributing undergraduate evaluations for students to complete on instructors/supervisors (via one45).
5. Communicating directly with faculty in regards to teaching material required, adhering to set curriculum objectives and deadlines.
6. Maintaining and providing accurate information for the student calendars.

7. Producing written and dictated correspondence relating to elective inquiries and scheduling.
8. Coordinating faculty facilitators for PCCIA sessions including scheduling into training and sessions.
9. Coordinating faculty and residents to conduct small group teaching.
10. Maintaining up-to-date records of teaching hours and student evaluations for faculty's personnel files and teaching dossiers.
11. Compile reports on Undergraduate teaching by faculty and residents. This involves extracting faculty information from various schedules and maintaining an Excel spreadsheet. For resident undergraduate teaching, ensuring tracking is done in one45.
12. Assisting with creating and distributing of Undergraduate Education Committee meeting materials for meetings that occur as scheduled by the Undergraduate Education Director.
13. Attending, recording, transcribing and distributing minutes from the Undergraduate Education Committee meetings.
14. Liaising directly with the Department's Undergraduate Education Director, Department Chair/Chief and Administrative Officer as required apprising each person on administrative aspects of teaching and discussing issues that may arise from time to time requiring their input/guidance.

NO. OTHER DUTIES (less than 10%)

1. Respond (using prescribed format) to general educational inquiries (eg. Resident transfer requests)
2. Update Resident and Undergraduate Education information on department website.
3. Upload lectures to department website as required.
4. Assist faculty and staff by providing accurate information regarding University policies and procedures.
5. Other duties as requested by Department Chair or Administrative Officer to assist with general department business as needed, including typing of correspondence and answering telephone and other inquiries.

2) PLEASE COMPLETE THE FOLLOWING TABLE CONCERNING STAFF MEMBERS WHO REPORT **DIRECTLY AND FORMALLY** TO YOU.

Classification/Rank (eg. Clerk I)	RF/RP Pos'n No.	For CW or TM Staff-employed		Responsible for (eg. Filing records...)
		From (month)	To (month)	

NONE

3) PLEASE CHECK THE SUPERVISORY DUTIES WHICH YOU PERFORM **REGULARLY**.

- Training and guidance for new employees
- Work distribution and/or verification of results
- Performance review and salary recommendations
- Hiring and firing; please describe the degree of your involvement:

4. IF YOU **COMPOSE** (originate) WRITTEN MATERIAL, PLEASE COMPLETE THE FOLLOWING TABLE:

Type of Composition	Method of Composition	Brief Description of Content
	X _____ Complete Composition	Correspondence to faculty, residents, Undergraduate students and

Corres-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Partial composition with general direction (verbal or written)	applicants to the programs Minutes for PGE & UME Committee meetings
		<input checked="" type="checkbox"/> Prescribed format	Compiling timetables, examinations, correspondence to faculty and residents Form letters (resident tfr inquiries)
Reports:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Complete composition	Student/Resident evaluations
		<input checked="" type="checkbox"/> Partial composition ...	Examinations results
		<input checked="" type="checkbox"/> Prescribed format	Rounds attendance reports (one45)
Other:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Complete composition	Prepare all departmental teaching schedules, maintain master teaching schedule, record minutes from teaching meetings
		<input type="checkbox"/> Partial composition ...	
		<input type="checkbox"/> Prescribed format	

5) WHAT ARE THE **MINIMUM** SKILLS, EDUCATION, SPECIAL TRAINING AND/OR EXPERIENCE **REQUIRED** TO PERFORM SUCCESSFULLY THE DUTIES OF THIS POSITION?

- Strong background in clinical education and administration. These skills will be supported by an Undergraduate University degree.
- 5 to 7 years' experience in a clinical education environment.
- Completion of or working towards the CIM designation.
- Must be proficient in all Microsoft Office products (especially Word, Excel, and Powerpoint), Internet Explorer, GroupWise, Adobe Acrobat and one45 or other web based evaluation package.
- Knowledge and understanding of Western policies and procedures and hospital policies.
- Ability to work in a busy and changing work environment and be able to maintain separate office locations at a minimum of two hospital sites.
- Proven attention to detail; aptitude for accuracy and thoroughness.
- Effective multi-tasking skills, flexibility, initiative and independent judgement in the performance of tasks and responsibilities.
- Ability to work effectively and in union with the Western and hospital communities as well as faculty, staff, residents and students.
- Excellent organizational, communication and interpersonal skills
- Tactful and diplomatic with ability to maintain confidentiality and handle knowledge of resident and student related issues with sensitivity.
- Ability to work in a team environment as well as independently with minimal supervision.

6) PLEASE DESCRIBE THE NATURE AND FREQUENCY OF THE SUPERVISION YOU RECEIVE.

Works independently and with minimal supervision. Handles all matters not requiring the input of the Postgraduate Directors, Undergraduate Director or AO. Utilizes own initiative and effective problem-solving skills and judgement within the assigned scope of authority. Meets frequently (informally on a daily basis) with the Program Directors and the AO to review activities and projects currently underway and raise any issues outside scope of responsibility.

 7) WHAT TYPES OF PROBLEMS OR INQUIRIES ARE YOU EXPECTED TO DEAL WITH ON YOUR OWN?

- Resolve schedule conflicts and prioritize daily workload, make changes as required to ensure that all deadlines are met.
- Communication with faculty regarding teaching responsibilities and provide clarification of duties as required.
- Clarify resident and student inquiries regarding courses, lectures, exams, grades.
- Dealing with inquiries regarding undergraduate education and the residency programs.
- Making changes to lecture times, lecture rooms and faculty teaching often with very little notice.
- Advising all parties concerned of revisions to lecture times, lecture rooms and faculty teaching.
- Keeping OSCE examination bank up-to-date.
- Scheduling teaching-related appointments for students to speak with Course Coordinators, Program Directors, Chair.
- Scheduling of interviews, lectures and meetings with ability to make changes to schedules on short notice and effectively communicating new and revised information.
- Independently manage own work schedule to ensure equal coverage at a minimum of two hospitals sites.

 8) WHAT TYPES OF PROBLEMS OR INQUIRIES MUST BE REFERRED TO ANOTHER SOURCE FOR SOLUTION?

- Confidential matters regarding residents, students and faculty, must be referred to the Postgraduate Directors, Administrative Officer and/or Chair as appropriate
- Exact content of examinations must be verified by Course Director and Program Directors

 9) WHAT ACTIVITIES DO YOU PLAN OR ORGANIZE? PLEASE INDICATE THE LENGTH OF TIME INVOLVED (e.g. daily planning of assigned work, monthly ...)

- Daily planning and prioritization of workload
- Daily scheduling of teaching activities for Undergraduate and Postgraduate Training Programs
- Organization and compilation of teaching hours annually
- OSCE exam bank updating

 10) PLEASE COMPLETE THE FOLLOWING TABLE CONCERNING YOUR **MOST IMPORTANT** CONTACTS (in person, by telephone, or in writing). PLEASE EXCLUDE CONTACTS WITH YOUR SUPERVISOR AND YOUR SUBORDINATES. INCLUDE GROUPS AS WELL AS INDIVIDUALS.

CONTACT'S TITLE (e.g. Purchasing Agents)	LOCATION (inside outside)		FREQUENCY (dly wkly mthly)	PURPOSE OF THE COMMUNICATION (e.g. to provide information concerning...)
	dept	dept		
Program Directors		X	X	issues pertaining to scheduling, students, program
Faculty	X	X	X	coordination of teaching schedules
Residents	X	X	X	answering inquiries coordination of schedules
Students	X	X	X	answering inquiries provide information re: courses, notes, grades

PGE & UGE Office	X		X	students, grades, notes, exams
Dept admin staff	X	X	X	answer and initiate inquiries
Vendors (eg. GE, Berlex, Kodak, Siemens)	X		X	confirming arrangements for Journal Club support
Catering	X		X	ordering catering for education activities

THIS COMPLETED QUESTIONNAIRE IS AN ACCURATE DESCRIPTION OF THE WORK BEING PERFORMED.

Staff Member:

Present Classification Salary Grade 11 Signature C. Kastup Date Apr. 18, 2012

Supervisor:

Signature [Signature] Date Apr. 18/2012

July 9, 2012

JEAC
Western University

Dear JEAC Members:

RE: Appeal of Job Evaluations – Cindy Hunt & Christine Koustrup, Department of Medical Imaging

I am writing this letter in support of the job evaluation appeals filed by Cindy Hunt and Christine Koustrup, two of my UWOSA staff members in the Department of Medical Imaging.

Background:

The revision of both Cindy Hunt's and Christine Koustrup's job descriptions were prompted by a reorganization in the Department of Medical Imaging and in order to accurately reflect the increased complexity and scope in both of their roles as Finance Coordinator and Postgraduate and Undergraduate Education Coordinator respectively. As noted in the submitted descriptions, both Cindy and Christine work in an environment that is multifaceted in nature with responsibilities that cross over both the university and hospital organizations.

Cindy Hunt – Finance Coordinator:

In developing the revised role description for the position of Finance Coordinator, I contacted my colleagues in other clinical academic departments requesting they share the descriptions with me for similar roles. I used the role descriptions from the Department of Surgery and the Department of Clinical Neurological Sciences (CNS) as benchmarks. There is both considerable and significant overlap between these two other roles and the role of Finance Coordinator in the Department of Medical Imaging. The material difference is that we do not tithe physicians in our department which I acknowledge is a complex and time consuming portion of the role and I do not require an individual that has or is working towards a professional accounting designation which is what I believe makes these roles SG13. However, the complexity of the financial environment, the requirement for independent interpretation and analysis of financial information and level of signing authority is similar as is the requirement for the Finance Coordinator to act and respond on my behalf on a regular basis.

Cindy Hunt's position was revised in early 2011 but there were very minor changes to the role at that time. I was in full agreement with no change being made to the level of SG11. Prior to 2011, I updated the position description in 2007 when I first joined the department to ensure it accurately reflected the duties that were being performed. At that time, the position was re-evaluated and the level was changed to SG11. I know with all certainty that the work that is expected of the Finance Coordinator at the present time is significantly more complex than it was back in 2007 and even more so since early 2011. As the leader who is most familiar with the duties that are being performed and the expectations of the role at the present time, I am not in agreement with the recent decision made by Western Salary Administration and I believe this role should be evaluated as SG12.

Christine Koustrup – Postgraduate and Undergraduate Education Coordinator:

I followed a similar process in rewriting the job description for the Postgraduate and Undergraduate Education Coordinator by contacting my colleagues in other clinical academic departments. I was not able to use their existing role descriptions as they were significantly different in scope. Christine has become responsible for the Radiology and Nuclear Medicine Residency Education Programs as well as the Undergraduate Education Program. As such, she administers three distinct and separate programs, which, in my opinion makes her role more difficult and challenging than her counterparts who administer one program and who are at the SG11 level. The duties expected within the postgraduate and undergraduate programs are definitely different and each comes with distinct complexities. There is also little cross over to how the Radiology and Nuclear Medicine Residency Programs operate which places significant demands on the Coordinator to be able to effectively administer these different constituencies.

Christine's role was re-evaluated in 2007 when it was changed to SG11 and again in early 2011, resulting in no change. As I stated above, I am absolutely certain that the expectations and responsibilities in the current role are much more significant than they were in 2007 and as such, I am most confident that this role should be evaluated at the SG12 level.

Summary:

When role descriptions are re-written in the Department of Medical Imaging, I follow a very interactive process with my staff. I do the initial draft and then give it to the member to provide them with the opportunity to point out any errors or omissions or to suggest changes to the way I have described a particular duty or duties. Despite the time and care that is taken with the descriptions, it is possible that the resulting wording does not do justice to the actual duties required to complete tasks and fulfill responsibilities. I maintain that it is only through working in or being intimately familiar with clinical academic departments that an objective evaluation can be made. There needs to be recognition that the roles in clinical academic departments are vastly different than those performed within a strictly academic department on campus and I respectfully request the JEAC take this information into consideration.

Should the members of JEAC have any questions or should further clarification be required related to the job descriptions of Cindy Hunt and Christine Koustrup, I would be most pleased to be called upon. I can be reached at 519-663-3216 or at lori.matheson@lhsc.on.ca

Sincerely,

Lori Matheson

(signed electronically)

Lori Matheson
Administrative Officer
Department of Medical Imaging
Schulich School of Medicine & Dentistry
Western University